VACMASTER®

DUO550

User's Manual

Models:
DUO550 (110V)
DUO550EU (220-240V)

Register your product and get support at
www.VacMasterFresh.com

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Thank you for purchasing the VacMaster® DUO550 Chamber Vacuum Sealer. You are about to use one of the most powerful vacuum sealers available. With the help of the DUO550, you will now be able to keep food fresh for longer in the refrigerator, freezer or pantry. The DUO550 effectively removes air and extends freshness up to five times longer than traditional methods. Our versatile and convenient machine can also be used to preserve and organize other items, like keepsakes or small, easy-to-lose items. Your DUO550 will quickly become invaluable to all your packaging needs; it will never leave your countertop.

The DUO550 is a chamber vacuum system, which offers two distinct advantages over non-chamber, external suction units. First, a much higher level of vacuum can be achieved, which means a longer shelf life for foods that you package. Secondly, liquids and liquid-rich foods can be effectively vacuum packaged. Foods like fresh meats, fish, soups, stews and marinated vegetables are packaged quickly with ease and no mess. The VacMaster® DUO550 is perfect for sous vide cooking.

For your safety and protection, carefully read and follow this guide. For more information, please visit us at www.VacMasterFresh.com.

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Important Safeguards

For your safety, always follow these basic precautions when using a VacMaster® DUO550 Vacuum Sealer:

1. Read all instructions in this User's Guide before use.
2. Do not use the DUO550 on a wet or hot surface, or near a heat source.
3. To protect against electrical shock, do not immerse any part of the vacuum sealer, power cord, or plug in water or any other liquid.
4. Unplug the machine before cleaning or when not in use.
5. To disconnect, unplug the power cord from the electrical outlet. Do not disconnect by pulling on the cord.
6. Do not operate the DUO550 if it has a damaged cord or plug.
7. Do not operate the DUO550 if it malfunctions or is damaged. Contact Customer Service at 800-821-7849.
8. Use the DUO550 only for its intended use.
9. Closely supervise children when using any electrical appliance. Do not allow the DUO550 to be used as a toy.
10. The DUO550 (120V appliances only) has a grounded plug. Use only a grounded electrical outlet. To reduce risk of electrical shock, do not modify the plug in any way.
11. Do not use an extension cord.
12. The power cord should not drape over a counter or tabletop, as the cord could be tripped over or pulled on unintentionally.
13. Do not place or operate near an electric or gas burner, or a heated oven.
14. Extreme caution and care must be used when sealing or handling any pouches/bags containing hot liquids.
15. Do not use outdoors.

SAVE THESE INSTRUCTIONS

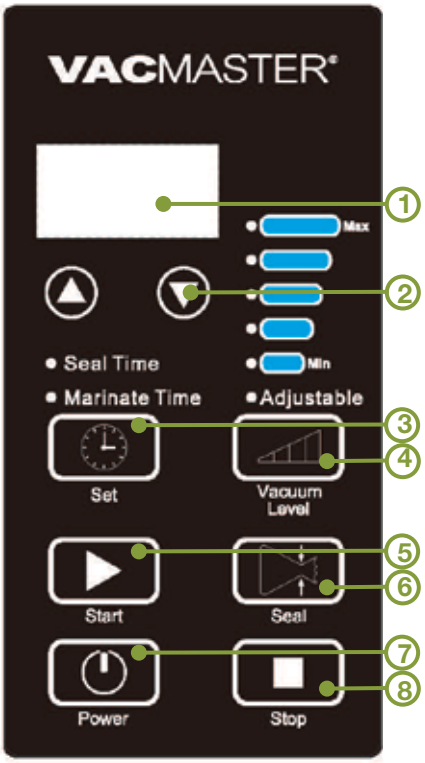
Important Tips

- Vacuum packaging is not a substitute for canning. All perishables still need to be refrigerated or frozen.
- Follow all food safety regulations as outlined by the FDA at www.FDA.gov.
- Use only VacMaster® Vacuum Chamber Pouches, Bags and accessories.
- Some fruits and vegetables may release gases, known as outgassing. When packaging these fruits and vegetables, outgassing can cause the vacuum to be gradually lost over time. Blanching or freezing before vacuum packaging helps prevent this from occuring.
- Delicate foods can be frozen prior to packaging to protect them from getting crushed by the vacuum.
- Use VacMaster® Bone Guards to cover an item's sharp edges to prevent pouch/bag punctures.
- Allow foods and liquids to cool before vacuum packaging.
- Avoid overfilling the pouch/bag. Leave a minimum of 3" of space between the contents and the open end of the pouch/bag. This is called head space. This will prevent spills during the vacuum sealing process.
- To prevent wrinkles from forming in the seal, gently stretch the pouch/bag flat along the seal bar before closing the lid.
- VacMaster® pouches/bags are boilable, freezable, and microwavable. When microwaving, it is important to pierce or make a small cut in the pouch/bag.

Features of the VacMaster® DUO550

1. **Lid Gasket** - Seals out air between the vacuum chamber and lid.
2. **Transparent Lid** - Allows for easy pouch placement.
3. **Seal Bar** (not shown) - Provides wide, positive seals on pouches/bags up to 12” wide.
4. **Control Panel** (not shown) - Controls machine functions.
5. **Bag Tray** - Extend for ease of vacuuming longer suction
6. **Pouch/Bag Clamp** - Holds pouch/bag in place during the vacuum sealing process.
7. **Vacuum Chamber** - Area where the pouch is placed during the vacuum and sealing process.
8. **Lid Lift Handles** - Use to open and close lid.

Control Panel of the VacMaster® DUO550



1. **Digital Display** - Displays the function settings and progress of the working cycle.
2. **Arrow Buttons** - Press up or down to adjust the "Vacuum Level", "Seal Time" and "Marinate Time" functions.
3. **"Set" Button** - Press to select desired function:
    a. Seal Time - Adjust the length of seal time from 0.5 to 6.0. When value is adjusted to zero, the DUO550 will not seal. The last used seal time is stored in memory.
    b. Marinate Time - Adjust the length of the marinating time from 9 to 99 minutes.
4. **"Vacuum Level" Button** - Press to set desired vacuum level.
    a. 23.5"hg - minimum vacuum setting
    b. 26.0"hg
    c. 27.5"hg - medium vacuum setting
    d. 28.5"hg
    e. 29"hg - maximum vacuum setting
    f. Adjustable - manually control the vacuum level from a minimum setting of 23.5"hg to a maximum of 29"hg.
5. **"Start" Button** - Begins the vacuum packaging and the marinate process.
6. **"Seal" Button** - Press to interrupt the vaccum cycle and begin sealing the pouch/bag.
7. **"Power" Button** - Turns the machine ON/OFF.
8. **"Stop" Button** - Press to cancel any function in process.
NOTE: When "Stop" is pressed the seal feature will not function.

Set Up - Installing the Seal Bar in the DUO550

Please read all instructions before operating the DUO550.

IMPORTANT: Before using the DUO550 for the first time, the seal bar must be installed.

1. Locate the seal bar inside the DUO550 box.
2. Using the lid lift handles, open the lid.
3. At the front of the chamber, locate the two piston rods. Take the seal bar and align the holes on the bottom of the seal bar with the two piston rods.
4. Place the seal bar on the piston rods, making sure the seal bar and piston rods are aligned. Do not push the seal bar down with force. The seal bar should rest securely on top of the rods.
5. Once the seal bar is in place, your DUO550 is ready for use.

Set Up - Starting the DUO550

Attach the power cord and plug the machine into a grounded electrical outlet

DUO550 (110V) - Properly insert the electrical cord into the power outlet on the back of the machine and then plug the cord into the wall outlet.

DUO550EU (220-240V) - Two types of electrical cords have been included with this machine - UK and EU versions. Select the appropriate electrical cord and properly insert it into the power outlet on the back of the machine and then plus the cord into the wall outlet.

Vacuum Package Chamber Pouches

For best results use VacMaster® chamber vacuum pouches with your VacMaster® DUO550 Vacuum Sealer:

1. Choose a suitable-sized vacuum packaging pouch, and place the item(s) inside.
2. Allow at least a minimum of 2" of head space between the contents and the top of the pouch.
3. Using the lid lift handles, open the machine lid.
4. Open the vacuum pouch clamp.
5. Place the vacuum pouch inside the chamber with the open end of the pouch across the seal bar.
6. Insert open end of pouch into the pouch clamp. Once in position, press the clamp down firmly. The pouch clamp will assist in keeping the pouch in place during the vacuum sealing process.

7. To ensure a complete seal make sure the pouch is flat across the seal bar, smoothing out any wrinkles.
8. Using the lid lift handles, close the lid.
9. Make the following control panel adjustments:
   a. Power: Turn machine "ON"
   b. Vaccum Level: Set vacuum level to "MAX" level (29"hg).
   NOTE: This is the most common setting. To adjust vacuum pressure down, press Vacuum Level to lower setting.
   c. Seal Time: Set seal time to 3.5.
   NOTE: This is the most common setting. If seal is incomplete or sealing thicker pouches, increase seal time in 0.5 second increments.
10. Press the "Start" button to begin the vacuum process. Press and hold down the lid until the vacuum engages.
11. Once the the pouch is sealed, the machine will "beep" to signal the process is complete.

Vacuum Package Chamber Pouches (continued)

12. Using the lid lift handles, open the lid.
    NOTE: DO NOT touch the Seal Bar area, as it may be hot after use.
13. Remove and inspect the pouch.
    a. Vaccum - Check the quality of the vacuum by looking at the tightness of the pouch and the product. Look for air pockets or leaks. If product is not tightly packaged, vacuum and seal again.
    b. Seal - Inspect the pouch seal. A positive seal will appear clear. If the seal is spotty or incomplete, increase seal time by 0.5 seconds. If the seal appears white or milky, decrease seal time by 0.5 seconds. Once the settings are determined for your application, vacuum and seal again.

Package Delicate Items Using Vaccum Chamber

Delicate items, such as baked goods, fresh fruits, etc., can be crushed during the vacuum packaging process. To prevent this from occurring, use the lower Vacuum Level such as “Medium” (27.5”hg).

1. Follow instructions 1 – 9 under “How to: Vacuum Package Chamber Pouches on page 7”
2. On step 9b “Vaccum Level”, adjust vacuum level to medium setting (27.5hg).
3. Continue with steps 10 – 13.

Marinate Food Using Vacuum Chamber

Your DUO550 has a special marinating feature that allows foods to quickly achieve the optimum flavor infusion. While in the Marinate cycle, the DUO550 will alternate back and forth between a state of vacuum and state of rest (no vacuum).

NOTE: One cycle is 9 minutes (8 minutes vacuum and 1 minute rest with no vacuum). Each cycle after will add an additional 9 minutes. Marinate cycle can range from 9 minutes (one cycle) to 99 minutes (11 cycles) based on desired intensity of flavor.

1. Follow instructions 1 – 8 under "How to: Vaccum Package Chamber Pouches" on page 7.
2. Make the following control panel adjustments:
   a. Power: Turn machine "ON".
   b. Press "Set" button until the Marinate Time lights is illuminated.
   c. Using the Arrow buttons, set marinating time:
      i. "9" for the minimum marinate time.
      ii. "99" for the maximum marinate time.

   NOTE: Typical marinate time is "18" or 2 cycles.
3. Press the "Start" button to begin the vacuum process. Press down slightly on machine lid until the vacuum engages.
4. Your DUO550 will alternate between vacuuming and releasing air. *NOTE: The display will show both the remaining cycle time and a blinking light signaling the cycle is in the process.*
5. When the Marinate cycle is complete, the machine will "beep" and release the vacuum.
6. Using the lid lift handles, open lid.
   NOTE: DO NOT touch the Seal Bar area, as it may be hot after use.
7. Important: After the Marinate cycle is complete, the pouch will NOT be sealed. If you want to vacuum package for refrigeration, freezer, or sous vide cooking, follow instructions "How to: Vaccum Package Chamber Pouches" on page 7.
   NOTE: The Marinate cycle can be cancelled by pressing the "Stop" button.

TIP: Ready to cook now? For instant infusion, place food and marinade in a bowl. Simply place the bowl inside the chamber, set Marinate Time, press Start.Once process is complete, the food is ready to be cooked.

Vacuum Package Precut Suction Bags

Follow these steps when using precut vacuum packaging bags with your VacMaster® DUO550 Vacuum Sealer:

1. Choose a suitable-sized vacuum packaging bag, and place the item(s) inside.
2. Allow at least 3" of head space between the contents and the top of the bag.
3. Using the lid lift handles, open the lid and place the open end of the bag across the pouch clamp and seal bar.
4. To ensure a complete seal make sure the bag is flat across the seal bar, smoothing out any wrinkles.
5. Close the lid.
6. Make the following control panel adjustments:
   a. Power: Turn machine "ON"
   b. Vaccum Level: Set vacuum level to "MAX" level (29"hg).
   NOTE: This is the most common setting. To adjust vacuum pressure down, press Vacuum Level to lower setting.
   c. Seal Time: Set seal time to 3.5.
   NOTE: This is the most common setting. If seal is incomplete or sealing thicker pouches/bags, increase seal time in 0.5 second increments.
7. Press the "Start" button to begin the vacuum process. Press and hold down the lid until the vacuum engages.
   NOTE: To prevent crushing delicate items, press the "Seal" button anytime to start the sealing process.
8. Once the the bag is sealed, the machine will beep letting you know that the process is complete.
9. Open the lid.
   NOTE: DO NOT touch the Seal Bar area, as it may be hot after use.
10. Take the bag out and inspect the seal. A successful seal will look clear. If seal is spotty, incomplete, wrinkled, white or milky, cut the seal and repeat the vacuum sealing process.

TIP: Longer items, such as fish, ribs, etc., can require longer suction bags for the vacuum packaging process. In order to support longer external suction bags, use the "Bag Tray" located on front of the vacuum sealer. *(Refer to page 4, item number 5.)*

Troubleshooting

- The DUO550 will not turn ON:
    a. Make sure the unit is plugged into a grounded outlet.
    b. Make sure the outlet is working.
    c. Check the power cord for any tears or frays.
    d. Check the fuse located in the power cord connecting outlet.

- Error code in the Digital Display:

  E01 – The DUO550 cannot achieve the preset vacuum level.
    a. Close and hold down the lid during the vacuum cycle.
    b. Make sure the chamber gasket is clean and not damaged.

  E02 – The DUO550 will not enter the sealing mode.
    a. The lid must be in the closed position during the vacuum and sealing cycle.

  NOTE: To clear Error Code, turn OFF the machine, then turn if back on.

- The pouch/bag is not sealing properly:
    a. Push and hold down the lid during the vacuum cycle.
    b. Increase or decrease the Seal Time. A positive seal will look clear. If the seal is spotty, incomplete, wrinkled, white or milky, cut the seal and restart the sealing process.
    c. When vacuum packaging moist / wet foods, create a second seal above the first seal to ensure a positive seal.
    d. For the best results, use VacMaster® Chamber Pouches/ Bags.

- Loss of vacuum from the chamber pouch/bag:
    a. Check for any puncture holes in the pouch/bag. Cover any sharp item edges with a VacMaster® Bone Guard sheet and vacuum package in a new pouch/bag.
    b. Check the seal and adjust the placement and/or sealing time.

Cleaning and Care

- Disconnect the power cord from the electrical outlet by unplugging it. DO NOT disconnect by pulling on the cord.
- DO NOT immerse in water or spray directly with liquid.
- Check the Vacuum Chamber and Gasket making sure they are clean and free of debris. If needed use a clean cloth with mild soap.
    a. Wipe the vacuum chamber clean.
    b. Wipe the gasket clean.
    c. Wipe the seal area clean.

  NOTE: Always leave the lid in resting position when storing. DO NOT stack items on top of the lid or machine. If the lid is forced down, the gasket will become compressed and the DUO550 may not operate properly.
- DO NOT use any acetone-based or abrasive cleaners on the lid or other plastic parts. Only clean with a damp cloth and mild soap.
- Do not store the DUO550 outside.

Vacuum Packaging Guidelines

- Follow all food safety regulations as outlined by the FDA at www.FDA.gov.
- Vacuum packaging is NOT a substitute for canning.
- Vacuum packaging cannot reverse the deterioration of foods.
- Vacuum packaging is NOT a substitute for refrigeration or freezing.
- Some fruits and vegetables may release gases, known as outgassing. When packaging these fruits and vegetables, outgassing can cause the vacuum to be gradually lost over time. Blanching or freezing before vacuum packaging helps prevent this from occuring.

  NOTE: Due to the risk of anaerobic bacteria, soft cheeses, fresh mushrooms, garlic and onions should never be vacuum packaged.
- It is critical that food handling and storage are maintained at low temperatures. You can reduce the growth of microorganisms at temperatures of 34°F or less. Freezing at 0°F will not kill microorganisms, but reduces the chances of them growing. For long-term food storage, always freeze foods that have been vacuumed packaged.

  NOTE: Beef and other proteins may look darker after being vacuum packaged. This is due to the removal of oxygen and is not an indication of spoilage.
- All perishable foods must be refrigerated or frozen.

Limited Warranty

ARY, Inc., a distributor and manufacturer of vacuum packaging and other machines (collectively, the "Goods"), extends to the purchaser of the Goods a Limited One Year Warranty, from the receipt of the Goods, under terms and conditions set out herein.

All Goods sold by ARY, Inc. are warranted to be free from defects in material and workmanship at the time of delivery to purchaser. Defective material may be returned to ARY, Inc. after inspection by an agent of ARY, Inc. and upon receipt from ARY, Inc. of shipping instructions specific to the defective Goods authorized by ARY, Inc. to be returned. ARY, Inc. at its sole option, may either (i) replace or repair any defective materials and workmanship (and return the Goods to purchaser without charge), (ii) refund the purchase price, or (iii) grant a reasonable allowance with the foregoing procedure.

This warranty is subject to the following limitations:
i. ARY, Inc.'s responsibility and the purchaser's exclusive remedy under this warranty is limited to the repair or replacement of defects in material and workmanship, refund of the purchase price, or grant of a reasonable allowance on account of such defects, all as set forth above. ARY, Inc. is not responsible for any consequential damages resulting from the breach of this or any other express or implied warranty with respect to the Goods.
ii. This express warranty is the only warranty applicable. It excludes all other express oral or written warranties and all warranties implied by law with respect to the Goods, including any warranties or merchantability or fitness for a particular purpose.
iii. Every claim under this warranty shall be deemed waived by purchaser unless made in writing within one (1) year of the receipt of the Goods to which such claim relates.
iv. This warranty, as to the Goods, is void (a) to repairs made by anyone other than ARY, Inc. without prior authorization from ARY, Inc., (b) to performance of any system of which ARY, Inc.'s Goods are a component part, (c) to deterioration by corrosion or any cause of failure other than defect of material or workmanship, (d) to any components of the Goods, including, without limitation, Teflon tape, lid gaskets and seal wire, or (e) if any of the Good or parts thereof have been tampered with or altered by someone other than ARY, Inc., or subjected to misuse, neglect, abuse, or misuse in application.

ARY, Inc.'s maximum liability hereunder, arising from any cause whatsoever, whether based in contract, tort (including negligence), strict liability, or any other theory of law, shall not exceed the purchase price. A suit based on any aforementioned cause of action must be commenced within one year from the date said action accrues.

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ARYInc.

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